Occupant Emergency Action Plan

(Insert Agency Logo Here)

_____

(BUILDING/FACILITY NAME)

_____

EMERGENCY CONTACT NUMBERS

(LAW ENFORCEMENT AGENCY)_____(PHONE NUMBER)
(BUILDING SECURITY)_____(PHONE NUMBER)

-DECEMBER 2019-

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PURPOSE

The purpose of the *OCCUPANT EMERGENCY ACTION PLAN* (OEAP) is to provide guidance on actions to be taken by building occupants during emergencies, severe weather scenarios and all related preparedness drills. The OEAP has been written from an all-hazards perspective and aligns with federal standards and guidance based on the *Department of Homeland Security; Federal Protective Services-Secure Facilities, Safe Occupants* document. Additionally, the OEAP incorporates certain Virginia Code requirements, Executive Orders, best practices from various local, state and federal resources, and the Virginia Statewide Fire Prevention Code (SFPC).

SCOPE

There are many potential emergencies or significant events that could affect a building and the safety of its occupants. The OEAP has been written with an all-hazards approach, addressing multiple types of events and including basic instructions on how to react to each one. The plan is designed to address emergency actions and evacuation/shelter in place procedures for building occupants. For the purpose of this document, the term "occupants" includes all state and federal agency personnel, private sector organizations, contractors, visitors and any other persons located inside the building at the time of an emergency or during a preparedness drill. The OEAP provides role clarity and assignment of responsibilities as well as an outline of procedures for occupants to follow when experiencing a wide range of hazards and threats.

The plan should be reviewed annually by (Fill in appropriate person). The OEAP is written from an all-hazards perspective with planning standards based on state and federal guidance for the following events:

- BUILDING FIRE
- TORNADO
- EARTHQUAKE
- BOMB THREAT
- ACTIVE SHOOTER
- DISPERSAL OF HAZARDOUS MATERIALS
- CIVIL DISORDERS/RIOTS
- SEVERE WEATHER
- POWER OUTAGES
- CODE ADAM ALERT/PROCEDURES

ORGANIZATION

OEAP Program Manager:

Coordinates all aspects of the OEAP program including safety and preparedness related meetings, trainings, drills, and facility-specific plans. OEAP training is provided to Building Emergency Evacuation Team (BEET) (*described below*) members and Emergency Management Coordinators (EMC's are designated in Executive Order #41-2019 Northam) via in-person meetings as requested by each tenant agency/organization or as determined by the OEAP Program Manager.

Additionally, there will be at a minimum, two evacuation drills and two shelter-in-place drills that will be performed at each facility annually.

Building Manager:

Works closely with the OEAP Program Manager and Building, Floor, and Zone Wardens to help address any safety and preparedness related issues within the facility. The Building Manager also provides the operational capabilities during drills and emergencies concerning systems in the building.

Emergency Management Coordinator (EMC):

(*The EMC position is a requirement for all Executive Branch agencies as per Executive Order #41-2019 Northam).* The EMC serves as the primary tenant representative for the OEAP Program Manager. The EMC will be the agency/organization's main point of contact for all OEAP-related issues and is responsible for assigning Floor and Zone Wardens for all floors occupied by their respective agency/organization within the building. EMC's also provide a means of communication among all agencies/organizations within a given building with the goal of discussing plans, addressing needs and pursuing opportunities for improvement facility-wide. Other responsibilities of the EMC position are further outlined under the "EMC Duties" section on page 5.

*NOTE: The EMC can also be the OEAP Program Manager for facilities that have only one tenant/single agency.

Building Emergency Evacuation Team (BEET):

Consists of tenant agency/organization Floor Wardens and Zone Wardens, including alternates, who assist in the evacuation of the building during a drill, emergency or significant event. The BEET may conduct after action meetings as determined by the OEAP Program Manager following drills, emergencies or significant events requiring an evacuation so that any issues that may have occurred can be properly addressed. All contact information for BEET members should remain up to date and be submitted as requested, to the OEAP Program Manager by the tenant's EMC (*NOTE: The OEAP Program Manager and EMC could be the same person*).

Building Warden

Building wardens manage evacuations and sheltering in place for the entire building. There should be two Building Wardens per building staffed by both agency volunteers and on-site Security Officers, if available. Building Wardens should be knowledgeable of all personnel who serve on the BEET including Floor and Zone Wardens. Each Building Warden, as the key liaisons

between building occupants at the evacuation assembly area and first responders, shall have appropriate mobile communications equipment to ensure communications during incidents.

Floor Warden

Floor Wardens oversee the evacuation for their assigned floors. Floor wardens also conduct preparedness and training activities for their floor. During evacuations and sheltering in place events the Floor Warden has absolute authority over all occupants on that floor, even if the Floor Warden is a member of another agency/organization within the building.

Zone Warden

Each floor should be divided into zones consisting of no more than fifteen *(15)* people in a contiguous workspace. If a work space exceeds this number, then an additional Zone Warden may be appointed. During evacuation and sheltering in place events Zone Wardens have absolute authority over all occupants assigned to his or her zone, even if the Zone Warden is a member of another agency or organization.

RESPONSIBILITIES

OEAP Program Manager
- Maintain, coordinate and update the OEAP for each facility managed by the agency.
- Distribute electronically, the most recent, updated building specific version of the OEAP to all agency/organization EMCs (*if the OEAP Program Manager and EMC are separate individuals*).
- Maintain current rosters of all BEET members (*consisting of the EMC and all Floor & Zone Wardens*).
- Coordinate the scheduling of evacuation & shelter-in-place drills.
- Coordinate and manage the assignment of outdoor evacuation assembly areas.

> *[AGENCY] OEAP PROGRAM MANAGER CONTACT INFORMATION:*
>
> Title: (Fill in Here)
>
> Email: (Fill in Here)
>
> Office: (Fill in Here)

Emergency Management Coordinator (EMC)
- For the purposes of this document, EMCs are responsible for further disseminating their building's OEAP, as well as any updates from the OEAP Program Manager, to their respective agency/organization personnel.
- Tenant EMCs will serve as the overall liaison between their agency/organization and the OEAP Program Manager and will assign, as well as maintain, agency/organization Floor/Zone Warden personnel rosters as well as special needs personnel rosters to be

submitted or updated as requested by the OEAP Program Manager. Generally, updated rosters should be submitted at least biennially.
- [*insert language related to duties associated with emergency notifications system as applicable*]
- Tenant EMCs may be asked to attend after action meetings with the BEET, as determined and scheduled by the OEAP Program Manager. Meetings may occur following a drill, emergency or significant event with the intent to discuss successes, areas of opportunity and possible corrective actions that should be taken to address any planning gaps.
- The EMC should also manage the Code Adam program for their respective agency/organization. Details regarding the Code Adam program can be found in the Code Adam section of the OEAP.

Building Warden
- Work directly with the OEAP Program Manager on issues relating to the OEAP.
- Communicate directly with first responders and Building Managers during drills and exercises.
- Communicate with first responders during incidents.
  Maintain radios/radio communications if applicable.[1]
- Assist occupants with evacuations and direct to the evacuation assembly area.
- One Building Warden will staff the evacuation assembly area and the other Building Warden will staff the entrance to the facility in order to assist evacuees and meet with First Responders as they arrive on scene.
- Wear assigned Building Warden cap and other gear to be clearly identifiable to first responders, BEET members, and evacuees.
- During incidents, the Building Warden assigned to the evacuation assembly area will proceed directly to the designated assembly area for the building as noted on Appendix E.
- Receive roster reports from Floor Wardens or other personnel if Floor Wardens are not present to ensure each floor's occupants are accounted for.
- If notified of an individual remaining in the building, immediately notify first responders.
- Verify with each tenant agency/organization that all known visitors are accounted for.
- Relay in real time all reported information to the Building Warden or other agency representative positioned alongside the first responders, fire department, and/or law enforcement.
- Maintain order at the assembly area and ensure that no one leaves without being released or re-enters the building before being given an all clear.
- Once given the all clear from incident command, give the all-clear notice to evacuees at the assembly area releasing them to return to the building.

Floor Warden

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[1] The purchase/use of radios is a best practice as it greatly helps with communication between the assembly area and facility/first responders during evacuations.

- Become familiar with all aspects of assigned floor including special hazards, exit locations, locations of alarm pull stations, firefighting equipment, and _working locations of personnel with disabilities_.
- Maintain a roster of all personnel assigned to the floor including agency/organization personnel, contractors, and personnel with disabilities and those who have volunteered to assist with their evacuation.
- Know where visitor logs are kept for visitor accountability during an evacuation.
- Verify that Zone Warden roster sheets are current.
- Designate and train alternate Floor Warden(s) to assume responsibility in the absence of the primary Floor Warden.
- Provide the agency EMC with a list of Zone Wardens and alternates and other personnel who have been assigned additional duties.
- Maintain records of all assignments and changes of assignments for the floor.
- Determine if assigning and training of additional Floor Wardens is necessary due to the number of employees and/or personnel with disabilities assigned to the floor.
- Assign elevator and stairwell wardens if necessary and applicable.
- Oversee the orderly evacuation of all offices and rooms on their respective floor.
- Use roster sheets during evacuations to ensure accountability of all occupants.
- Receive reports from the Zone Wardens to ensure accountability of all occupants.
- Inform the Building Wardens immediately if any personnel remain in the facility and may require assistance evacuating.

  Assist Building Warden with keeping personnel located at the assembly area until all occupants have been accounted for and the Building Warden has given the "all clear."
- Submit the Floor Warden Emergency Evacuation Report to the OEAP Program Manager within two business days following an emergency evacuation, exercise, or fire drill (See Appendix D).

Zone Warden
- Assist the Floor Warden in coordinating the safe, efficient, and timely evacuation of occupants located in the assigned floor zone.
- Become familiar with all aspects of the assigned zone such as special hazards, exit locations, locations of alarm pull stations, firefighting equipment and working locations of all personnel with disabilities and those who have volunteered to assist them with evacuations.
- Maintain a roster (Appendix B) of all personnel assigned to the zone, identify and locate all personnel with disabilities and personnel volunteering to assist in their evacuation and maintain an up-to-date zone roster at all times.
- Submit roster to the Floor Warden whenever roster updates occur.
- Designate and train alternate Zone Wardens to assume responsibility in the absence of the primary Zone Warden.
- Oversee the orderly evacuation of all offices and rooms within the assigned zone.
- If there is no immediate danger, check all storage rooms, file rooms, restrooms, etc. to ensure every room is empty.

- Ensure accountability of all occupants of the assigned zone, confirm whether all personnel with disabilities or injured occupants were evacuated or still require assistance, and complete roster accordingly.
- Submit the completed zone roster sheet to the Floor Warden at the evacuation assembly area and notify of any personnel remaining in the building and/or unaccounted for.
- Assist Floor Wardens in maintaining control over occupants gathered at the evacuation assembly area.

Tenant Agency/Organization Responsibilities
- Assign an *EMC* and *Floor*/*Zone Wardens*.
- Provide updated, current contact information to the OEAP Program Manager for Floor/Zone Wardens, alternates, and information for personnel with disabilities who may require additional assistance during evacuations, emergency situations, or significant events.

All Occupants (Including Wardens)
- Be familiar with at least two possible evacuation routes from the work area.
- Know who the designated Floor/Zone Wardens are.
- Make Floor Wardens aware of any additional assistance required for evacuating or sheltering in place.
- Know where the designated evacuation assembly area is located per the building's OEAP.
- Participate in all drills and exercises.
- Recognize and immediately respond to building alarm signals.
- Assist co-workers and visitors in evacuation or sheltering procedures.
  Check in with Floor/Zone Wardens at the evacuation assembly area for accountability.
- Remain at the evacuation assembly area until all building occupants have been fully accounted for and either the all clear signal has been given by the Building Warden or a determination is made that the building is not able to be re-entered.
- [*Insert language related to floor identification (such as paddles) and gathering at identified assembly area.*
- Have I.D. badge clearly visible when re-entering the building as security officers will be checking personnel to prevent unauthorized entrance by non-personnel.

EMERGENCY ACTIONS AND PROCEDURES
This section details the various actions required by the potential incidents that could require evacuation or sheltering in place. The actual decision to evacuate the building or to shelter-in-place will be based on the best available information at the time.

[Insert Agency Alert Notification Processes (if applicable)]

Building Fire
A building fire is an evacuation incident.

Immediately upon discovering a fire, building occupants should:

1. Pull down the nearest fire alarm if the internal fire alarm system has not already been activated.
2. Move to a safe location (i.e. outside or an enclosed stairway) and notify the local fire department by dialing: 911
3. Evacuate the building using the nearest exit and assisting others as needed.

When the emergency dispatcher answers the phone, provide the following:

- Your Name
- Name of Building: ------------ building
- Building Address: (-------- ----- St., -------- , VA. ---------)
- Floor number
- Phone number
- Location, cause and specific object on fire if possible.

Tornado
Tornados are a shelter-in-place event.

TAKE IMMEDIATE SHELTER
If inside a building, go directly to a pre-designated shelter area (*as designated by the agency/organization*) such as a safe room or an enclosed area in the centermost part of the building, preferably an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls. Interior stairwells with no windows are usually good places to take shelter, and if not crowded, allow you to get to a lower level quickly. Occupants should attempt to put as many walls as possible between themselves and the outside of the building.

Stay off the elevators; occupants could become trapped in them if the power is lost. Once there, occupants should crouch down and cover their head. Getting under a sturdy table, using your arms to protect your head and neck is also a good idea. If possible, occupants should also cover their head and eyes with a blanket or jacket to protect against flying debris and broken glass.

AFTER THE TORNADO HAS PASSED
Occupants should always stay inside until the storm has completely passed, as multiple tornadoes can emerge from the same storm. Do not leave a building to attempt to escape a tornado.

Earthquake
Earthquakes are a shelter-in-place event.

If outside the building when shaking starts, move to an open area that is away from buildings, overpasses, light posts, or anything else that could shake loose and fall.

If inside a building, do not run outside or move to other rooms during an earthquake. In most earthquake scenarios, occupants can reduce their chances of injury from falling objects if they immediately:

Drop down onto hands and knees to avoid falling. If possible, take cover underneath a sturdy object and hold on to it so that it doesn't shake away. Occupants may need to move with their shelter if the earthquake causes it to move significantly. If possible, try to grab something that can shield the head and face area from flying debris or broken glass.

If there is no sturdy object nearby, get down near an interior wall or next to shorter furniture that will not fall and cause injury, covering the head and neck with hands and arms. Doorways do not offer protection from falling objects and are not a more secure location during an earthquake. Move away from glass and objects such as bookcases, cabinets or other large furniture that could fall. Keep a look out for falling objects like light fixtures, pictures/frames, tall bookshelves and cabinets with doors that could swing open and cause injury.

Once the shaking stops, evacuate the building being careful to avoid debris, tall damaged furniture, and overhead glass. Be aware the aftershocks are common, and can be close in magnitude or greater than the original earthquake.

Bomb Threat
In the event of a bomb threat executed over the phone, the person taking the call should use the *Bomb Threat Checklist & Telephone Procedures* (*Appendix A*) document.[2]

- To the extent possible, write down the information word for word on the Bomb Threat Checklist.
- Ask for clarification about anything unclear or confusing.
- If caller I.D. is available, write down the caller's phone number.
- Ask the caller to provide details (location of bomb, detonation time, etc.)
- Note anything that might be significant about the caller's voice (male/female, accent, etc.)
- Ask the caller their name, location, and telephone number (oddly enough, there have

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[2] Best practice: Agency/organization Personnel are advised to print out a copy of Appendix A and keep it under their respective office telephone at all times.

been cases where the correct name and address have been given.)
- Have someone notify local law enforcement immediately (call 911).
- The person receiving the call should not broadcast the matter in a way that could cause unnecessary panic.
- Report the call to a supervisor.
- Do not use the telephone after receiving the call until authorized to do so by the law enforcement.
- If an evacuation of the floor/building is required, each occupant will evacuate the building following the OEAP procedures.
- <u>No elevators should be used by tenants for evacuation purposes</u>.
- Before leaving the office area each person should conduct a quick search of the area for strange or unusual packages. If a suspicious package is found, report it to the Zone Warden. <u>DO NOT ATTEMPT TO TOUCH OR DISTURB IT IN ANY WAY</u>.
- Close doors as leaving.
- All occupants should leave the building as directed and, unless otherwise instructed, go to the OEAP-designated assembly area until given the all clear.

Active Shooter

An active shooter situation can be an extremely traumatizing event. Active shooter situations usually involve one or more individuals who have entered the building or facility armed with a weapon, typically a firearm, intending to injure or kill occupants. During a highly stressful event like this, it is important to think clearly and take basic, appropriate steps to maximize the safety of yourself and the others around you in the face of danger. Victims are often chosen at random and is a fast-moving event with little time to respond.

IF AN ACTIVE SHOOTER IS IN YOUR VICINITY

EVACUATE
- Personnel should have an escape route as well as a general plan they know well that can be executed without having to think about it.
- Leave personal belongings behind.
- Keep hands visible when evacuating, this is important so that law enforcement or first responders can identify you as *not being the shooter.*

HIDE OUT/SHELTER-IN-PLACE
- If evacuation is not possible, try to hide in an area outside the shooter's line of sight.
- If possible, block off any entrance to the area and lock the doors, moving to the innermost part of the room away from doors and windows.
- Make sure that cell phones or any other device are silenced to prevent noise alerting the shooter to the location.

TAKE ACTION

- Confrontation should be limited to the point when it becomes impossible to avoid the shooter and danger is imminent.
- Attempt to incapacitate the shooter while attempting self-protection.
- To disarm the shooter, act with physical aggression towards the shooter using any nearby objects as potential weapons that can be thrown, swung, or used to strike the shooter.

RESPONDING WHEN LAW ENFORCEMENT ARRIVES
- Remain calm and follow the instructions of law enforcement officers or other first responders.
- Put down any items to avoid law enforcement mistaking them for a weapon.
- Raise hands overhead with fingers spread so that law enforcement can easily identify victims as not the shooter.
- Keep hands visible at all times.
- Avoid using any sudden or quick movements towards the officers.
- Do not point, scream, or shout anything.
- Avoid stopping to ask for help from officers when evacuating.

Dispersal of Hazardous Materials
Hazardous materials incidents that occur inside the building are typically evacuation incidents. In all hazardous materials incidents, it is vitally important that occupants take quick and immediate action.

- Do not attempt to dispose of the hazardous materials.
- Evacuate the contaminated area or get to a safer distance away from the hazardous material if evacuation is not possible.
- Close doors/attempt to contain the dispersal to as small an area as possible without handling the hazardous materials or getting to close to it.
- Verbally alert all other occupants in the vicinity.
- Contact local law enforcement by calling 911.

Suspicious Packages
If a suspicious package of any type is observed within the building, the following emergency actions should be taken:

- **DO NOT HANDLE THE PACKAGE**; doing so may cause detonation of the possible device.
- Evacuate the entire floor where the package is located.
- **DO NOT PULL THE FIRE ALARM**, a full evacuation may not be necessary and occupants above the floor in question may be better off staying where they are. First responders or the Building Warden will decide if a full evacuation is necessary.
- Contact local law enforcement by calling 911.

Civil Disorders/Riots

If a civil disorder incident or riot is or may affect building occupants, immediate action should be taken. Contact [insert appropriate authority] if it appears that a situation is imminent and notify the next level of authority in the agency/organization's chain-of-command.

ASSESS THE SITUATION
- Is the situation likely to cause a disturbance or disruption at the facility?
- Is the threat potential, probable, imminent or in progress?
- Size of assembly
- Is there a level of force or violence?
- Physical location of the crowd relative to an evacuation route, if needed.

TAKE PREVENTATIVE MEASURES TO REDUCE THREAT
- Secure the building.
- Assess the impact and plan for temporary loss or curtailing of some public services. Essential services should be maintained.
- Consider the safety and security of vital records when possible.

Severe Weather

The Governor's Office may decide to close state office buildings early if severe weather affects certain areas during business hours. If severe weather events occur before or after hours, state employees may be advised to stay home and state offices would not open. The Department of Human Resources will list building closings on their website as linked below.

For updates on weather conditions and information regarding the threat of a hurricane, visit the following links:

- National Weather Service @ www.weather.gov/
- National Hurricane Center @ http://www.nhc.noaa.gov/
- Virginia Department of Emergency Management @ http://www.vaemergency.gov/
- Federal Emergency Management Agency @ www.ready.gov

For information regarding emergency closings of state facilities visit:
- Department of Human Resources @ http://www.dhrm.virginia.gov

Utility Outage

In the event of a utility outage such as electricity, natural gas, or domestic water, the building manager/building officials should immediately assess the situation and make a determination on evacuation within 30 minutes of the outage based upon the type of outage, availability of backup systems, and anticipated duration of the outage. If an evacuation is recommended, it should be communicated as expeditiously as possible to all tenants throughout the facility.

Building Managers should make every effort to advise tenant representatives of the estimated duration of the outage so that agency heads and/or supervisors can determine whether to send their employees home immediately or remain in the area for an expected return to work. When deciding whether to send personnel home, tenant organizations and agencies should consider weather conditions, time of day, and how widespread the outage is.

Code Adam Alert/Procedures

CODE ADAM ALERT FOR PUBLIC BUILDINGS

Code of Virginia § 2.2-1161.1 requires state agencies housed in state owned and leased buildings to initiate and maintain the following procedures for the prevention of child abduction and the location of lost children in facilities serving the Commonwealth of Virginia. A Code Adam Alert is a protocol that activates a team of agency personnel to monitor building exits, search building spaces, and notify law enforcement when attempting to locate a missing child or identifying and delaying a potential child abduction suspect.

Agencies should utilize their BEETs to initiate and conduct Code Adam alerts. The Building Warden should designate door and site monitors using on-site security or volunteer staff if no security is in the building. Agencies may use the following model standard operating procedure (SOP) for a Code Adam Alert:

Procedure for a Code Adam Alert

When a child is reported missing in a building, the following steps should be taken immediately by the person receiving the report and persons informed of the incident to assist in locating the child:

Step 1: Get a detailed description of the missing child including, at a minimum:

- Name
- Age and sex
- Height and weight
- Distinguishing features, if any
- Clothing color and type
- Shoe color and style (shoes usually are not changed by an abductor)

Step 2. Notify security and designated persons of the CODE ADAM ALERT and monitor all building entrances, exits, stairs, lobbies and adjacent parking areas.

- Give description of child to persons assigned to monitor all exterior doorways and adjacent parking areas.
- Escort the parent or guardian to the main building entrance to assist in identifying the child.

- Monitors should use cell phones or two-way radios to report observations to the EMC and/or Building Manager in charge of the incident.
- Ask visitors and employees with children near doorways to remain in the building until the incident is concluded.
- Monitors are to remain at assigned doorways until the incident is concluded.

Step 3. Inform designated persons to search the building.

- Give description of child to Floor and Zone Wardens assigned to search the building.
- Search restrooms, stairs, closets, meeting rooms, elevators, halls, exit foyers, and office areas as quickly as possible.
- Search parking and grounds areas immediately adjacent to the building.
- Search results are to be reported to the Building Warden/security, EMC, and law enforcement.

Step 4. Notify law enforcement immediately of the reported missing child.

- Call the law enforcement as soon as an abduction or missing child is suspected.
- Inform law enforcement of the building location and child's description.
- The Building Manager, Building Warden, or EMC should meet law enforcement when they arrive and inform police of the status of the search.
- Follow law enforcement instructions.

Step 5. If the child is found unharmed, reunite the child with the parent(s) or guardian(s).

- Verify that the adult is, in fact, the child's legal guardian and has a legal right to retake custody of the child.
- Cancel Code Adam Alert after reuniting child and parent or guardian.
- Inform door monitors and other persons involved in the search that the alert is cancelled.

Step 6. If the child is found with a person other than the parent or guardian, use reasonable efforts to prevent the person from leaving the building until law enforcement or security are present.

- Ask the child to state their name. Do not prevent the person if the child's name is different, but ask them to remain in the building until the incident is concluded.
- If the child responds with the name of the missing child, ask for the name of the individual who is with the child and ask the adult with the child to remain in the building.
- If the child is or may be the missing child, use reasonable efforts to prevent the individual from removing the child from the building. Do not attempt to forcibly detain the individual. Request help from fellow employees to notify security and law enforcement.
- Report the description of the suspect and child to law enforcement, security, and the Building Manager. Include in the description:

- Sex and age
- Distinguishing features
- Height and weight
- Clothing color and type
- Shoe color and style

Step 7. Conclude the incident with an announcement.

- Cancel Code Adam Alert following law enforcement's instructions or after reuniting child and parent or guardian.
- Inform door monitors and persons involved in the search that the alert is canceled.

Step 8. Report incident and results.

- The EMC shall prepare a written report of the incident.
- Provide the report to law enforcement and the OEAP Program Manager.

TRAINING & DRILLS

Knowledgeable, well-trained personnel are essential to facilitating a culture of preparedness throughout the Commonwealth. It is important for all tenant agency and organization personnel to be well-versed in the appropriate emergency actions to achieve the highest possible levels of safety and security. The OEAP Program Manager is responsible for providing training on this plan including roles and responsibilities and hazard-specific response procedures.

Each building shall conduct a minimum of two fire drills and two other hazard drills annually. The OEAP Program Manager, Building Manager, and tenant representative(s) are responsible for coordinating the scheduling and conduct of these drills. Drills should be held at various times throughout the year with minimal advance notice provided to EMCs and other leadership. Personnel with disabilities may be given advanced notice one day before a drill for their safety and planning; however the goal is for all personnel to exercise as if the event is actually occurring.

Two of the drills may be scheduled to coincide with the annual statewide tornado drill (visit www.vaemergency.gov for dates/times) and the nationwide earthquake drill (visit www.shakeout.org for dates/times), however drills should exercise a variety of hazards over a multi-year training and exercise plan.

Fire Drill Procedure

1. The OEAP Program Manager, Building Wardens, and Building Manager will meet in the lobby of the building prior to activating the fire alarm.

2. Once in place, the Building Manager will activate the fire alarm at which point, Floor/Zone Wardens should begin executing the building's OEAP. *Appointed volunteers should begin to assist personnel with disabilities in evacuating.*
3. Occupants should vacate their respective floor via the nearest safe stairwell and follow their exit plan. [Include language if applicable related to the related to floor identification (such as paddles) and gathering at identified assembly area.}
4. Zone Wardens will note that each person has evacuated their respective zone and floor on the Zone Warden roster sheets found in Appendix B.
5. Non-employees, such as contractors, visitors, and all other occupants located in the building should proceed to evacuate as instructed by a BEET member.
6. All occupants will assemble at the building's evacuation assembly area where Floor/Zone Wardens will verify accountability using their roster sheets.
7. Floor Wardens will then report to the Building Warden staffing the evacuation assembly area.
8. The assembly area Building Warden will then communicate the "all clear" to the Building Warden stationed on-site at the building.
9. Once the fire alarm has been reset or silenced, the "all clear" should then be communicated back to the Building Warden staffing the evacuation assembly area who will then announce to the evacuees that they may now return to the building.
10. After the fire drill has concluded, the OEAP Program Manager and Building Wardens should meet to conduct a hot wash to discuss whether all systems and plans functioned properly and to determine the overall effectiveness of the drill.
11. An after action meeting should be scheduled within two weeks of a drill, emergency, or significant event which causes a building evacuation as determined by the OEAP Program Manager. The AAR meeting should include, at a minimum, the BEET, all Wardens, the Building Manager, OEAP Program Manager, and the EMC.

MEANS OF IDENTIFICATION

Building, zone, and floor wardens should be easily identifiable by vest, hats, or other highly visible markers. [*Fill in below with identifiers to be used in your building*]
    Building Wardens:
    Floor Wardens:
    Zone Wardens:

EVACUATION

Personnel shall comply with the following procedures during an evacuation:

1. Proceed to the nearest safe stairwell exit.
2. Go down the steps using the right side of the stairs to avoid interfering with or impeding pathways for first responders.

3. [Include language if applicable related to the related to floor identification (such as paddles) and gathering at identified assembly area.]
4. Remain calm and alert; no running, pushing, or passing on the stairways.
5. Take only small essential personal items such as purses, wallets, keys, and essential medication when evacuating. Personnel not located in their immediate office area – SHOULD NOT return to their office to retrieve these items.
6. Safely exiting the building is the top priority.
7. Proceed to the building's designated evacuation assembly area as noted in Appendix E for roll call.
8. Listen to the Building Warden to either give the "all-clear" signal to return into the building or further instructions on what to do if the facility is deemed uninhabitable due to the event. Tenant agencies and organizations will follow their agency Continuity Plan in determining next steps for the agency.

SHELTER-IN-PLACE

Agency personnel should be aware of what locations within the building best serve the purposes for the various possible shelter-in-place (SIP) scenarios. The most optimal spaces to shelter-in-place will vary by type of incident. At a minimum, the spaces selected for SIP should accommodate multiple occupants, provide enough space for each occupant to sit down, and have a hard-wired landline for communications. Some examples of spaces would be large storage closets, utility rooms, pantries/kitchens, copy rooms and conference rooms with no windows. SIP spaces are meant to be used for short-term events lasting minutes to several hours.

When an incident requires SIP:

- Close all windows, exterior doors, and any other openings to the outside.
- If there is danger of explosion, close the window shades, blinds, or curtains.
- If necessary or applicable, have designated personnel who will turn off all fans, heating and air conditioning systems. Some systems automatically provide for exchange of inside air with outside air; these systems, in particular, need to be turned off, sealed, or disabled.
- Write down the names of everyone in the room and contact the respective Floor Warden to report who is in the room and their affiliation (employee or visitor).
- The actual decision to evacuate the building or to SIP will be based on the best available information at the time. Evacuations will be declared via the normal fire alarm procedure.
- Monitor any radio or television that may be in the space as well as the agency's alerting system until the "all safe" notice is given or evacuation becomes necessary.

PERSONNEL WITH DISABILITIES & INJURED OCCUPANTS

No personnel, regardless of status as an individual with a disability should be left in a building when an evacuation has been ordered; such plans put these individuals at greater risk of harm and may constitute a violation of their civil rights.[3] Each building's OEAP must insure the following[4]:

- All individuals are able to receive notification and alerts including individuals who have vision, hearing, or cognitive disabilities;
- All individuals are able to make their way to an exit (way finding) with or without assistance; and
- All individuals, regardless of disability, are able to evacuate or shelter in place with or without assistance.

If personnel with disabilities or injuries are left in the building during an evacuation, the Building Warden should immediately notify the first responders providing their locations, if possible.

ALL-CLEAR SIGNALS

Once notified by the fire department or law enforcement that the building is safe for return, the Building Warden will issue the "all clear" announcement to the group at the evacuation assembly area.

*No one should re-enter the building until the all clear signal has been given by the building warden.

After the "all clear" signal has been given by the Building Warden, all personnel and occupants may return to the building.

GO-KITS

Agency and organization building tenants are encouraged to create and utilize go-kits. Go-kits should include important documents including standard operating procedures, emergency plans, directions to alternate relocation facilities, contact lists, and personal health and protection items such as:

- Water
- Battery-powered radio/NOAA Weather Radio including extra batteries
- Flashlight and extra batteries
- First aid kit
- Whistle to signal for help

---

[3] See Americans With Disabilities Act, Title II & III; Rehabilitation Act of 1973, as amended.
[4] If an OEAP Program Manager or EMC is unsure of how plan and prepare to ensure individuals with disabilities are not left behind, they should refer to the National Fire Protection Association's *Emergency Evacuation Guide for People with Disabilities*. Also, it is recommended that agencies consult their Special Counsel regarding their obligations and personnel's rights.

- Dust mask or cotton t-shirt to help filter the air
- Plastic sheeting and duct tape to shelter-in-place

*Make sure to bring keys, wallets, and personal identification, if possible, since the building may not be suitable for re-entry depending on the nature of the event.

Appendix A

Bomb Threat Checklist & Telephone Procedures

Instructions: Be calm, be courteous, listen, do not interrupt the caller, and notify supervisor or security officer by prearranged signal while the caller is on the line.

Name of call taker_____Time_____Date_____

Caller's Identity

Male_____   Female_____   Adult_____   Juvenile_____   Approximate Age_____

Origin of Call
Local_____   Long Distance_____   Internal_____   Unknown _____

Voice Characteristics		**Speech**	
_____Loud	_____Soft	_____Fast	_____Slow
_____High Pitch	_____Deep	_____Distinct	_____Distorted
_____Raspy	_____Pleasant	_____Stutter	_____Nasal
_____Intoxicated	_____Other	_____Slurred	_____Lisp

Language		**Accent**	
_____Excellent	_____Good	_____Local	_____Not Local
_____Fair	_____Poor	_____Foreign	_____Region

Manner		**Background Noises**	
_____Calm	_____Angry	_____Factory Machines	_____Trains
_____Rational	_____Irrational	_____Noisy	_____Animals
_____Coherent	_____Incoherent	_____Music	_____Quiet
_____Deliberate	_____Emotional	_____Office Machines	_____Voices
_____Righteous	_____Laughing	_____Mixed	_____Airplanes
		_____Street Traffic	_____Party

Message Received From Caller:

_____

_____

_____

_____

_____

_____

Appendix B
Zone Warden Personnel Roster

The Zone Warden Personnel Roster should use this roster during any evacuation drill, emergency, or significant event to ensure accountability of personnel. This document should be submitted to the Floor Warden once a respective zone has been fully cleared and all personnel are accounted for at the evacuation assembly area. The Floor Warden will then submit all Zone Warden Roster sheets to the Building Warden. During an evacuation, it may be necessary to call an individual's mobile phone number if they cannot be accounted for at the evacuation assembly area. Also, the "OFFICE #" column in the below spreadsheet refers to the physical office or cubical number of the employee and is necessary for location purposes.

AGENCY/TENANT NAME:		
FLOOR#:	ZONE#:	

☑	=	ACCOUNTED FOR
☒	=	UNACCOUNTED FOR
❖	=	OUT OF OFFICE
♰	=	SPECIAL NEEDS PERSONNEL

NAME	OFFICE #	MOBILE PHONE #	☑	☒	❖	♰
1)						
2)						
3)						
4)						
5)						
6)						
7)						
8)						
9)						
10)						
11)						
12)						
13)						
14)						
15)						

Appendix C

[Insert Agency Name and Logo]

BUILDING WARDEN

EMERGENCY EVACUATION (FIRE) DRILL

REPORT

The OEAP Program Manager will complete this form based on *Floor Warden Emergency Evacuation Drill Reports* and keep on file in case it is requested by the fire department following an emergency evacuation fire drill.

Building Name: _____---------------- building

Building address: _____------ ------ St., ---------, VA -----

Time of drill: _____

Date of drill: _____

Weather conditions when occupants evacuated: _____

Number of occupants: _____

Average drill time: _____

Other information relevant to the drill: _____

Building Warden Name: _____

Date Submitted By the Building Warden: _____

Appendix D

[Insert Agency name and Logo]

Floor Warden

Emergency Evacuation (Fire) Drill

Report

Each Floor Warden will complete this form and forward to the OEAP Program Manager *within two business days* following an emergency evacuation or drill. Reports should be emailed to: (*type in the OEAP Program Manager's email address here*)

Building Name: _____-------------- building

Building address: _____---------- ----- St., ----------, VA ------

Agency Name: _____

Time of drill: _____

Date of drill: _____

Weather conditions when occupants evacuated: _____

Number of occupants: _____

Floor Area(s): _____

Total time for Floor Area occupants to evacuate Bldg.: _____

Other information relevant to the drill: _____

Floor Warden Name: _____

Date Submitted to the Building Warden: _____

APPENDIX E

(ADD FLOORPLAN MAPS HERE)

Evacuation Assembly Area Route & Location

(ADD ASSEMBLY AREA MAP HERE)